

Fermenta Biotech Limited (formerly known as DIL Limited)

CIN: L99999MH1951PLC008485

Regd. Office: A - 1501, Thane One, DIL Complex, Ghodbunder Road, Majiwade, Thane (W) - 400 610, Maharashtra, India.

Tel.: +91-22-6798 0888 Fax.: +91-22-6798 0899

Email : info@fermentabiotech.com, Website.: www.fermentabiotech.com



Customer Policy

At Fermenta, we shall endeavour to develop value-added products through customer-driven innovation. While serving the needs of our customers, we shall give priority to the overall well-being of the customers as well as that of the society. Fermenta shall continue to deliver excellence while ensuring the following core elements:

- 1. Responsible marketing:** Fermenta recognizes its role in human and animal health and wellbeing, and its marketing practices are aimed at supporting this. All promotional materials and advertising must be accurate, not misleading, and compliant with national / international regulatory standards. All communications, including but not limited to advertisements, print, digital and social media, sponsorships as well as event branding, must comply with these values.
- 2. Product safety and quality:** Fermenta is committed to supply its clientele high quality products, that are safe and efficacious for their intended use by the end consumer. Further details are outlined in our Quality Management Policy given on the webpage: https://fermentabiotech.com/sustainability.php#Quality_Management
- 3. Labelling:** Fermenta ensures to disclose on or in relation to its products all required information, truthfully and factually, through labelling and other means, including the risks, if any, from the use of the products, so that the customers can exercise their freedom to use in a responsible manner. All necessary information is disclosed including but not limited to the product's shelf life, strength, intended use, safe and responsible use and storage conditions.
- 4. Grievance redressal mechanism:** Fermenta has policies in place to address customer grievances, complaints, concerns and feedbacks. Standard operating procedures are in place for effective and timely redressal of complaints and grievances.
- 5. Fair competition:** Fermenta fully stands by the principles of fair competition and allowing customers freedom of choice. Therefore, Fermenta ensures to have all employee interactions with suppliers, customers, partners and other industry associates in ethical and transparent manner. Fermenta adheres to strictly follow anti-trust and competition laws.

Factory : Village Takoli, P.O. Nagwain,
Dist. Mandi - 175 121, Himachal Pradesh, India.
Tel. : +91-1905-287246 / 48 / 49
Fax: +91-1905-287250
Email: info@fermentabiotech.com
Website: www.fermentabiotech.com

Factory : Z - 109 B & C, SEZ II, Dahej,
Taluka - Vagara, Dist: Bharuch - 392 130,
Gujarat, India.
Tel. : +91-2641-291440 / 444
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At Fermenta, we put the above principles into practice and reiterate our commitment to the global community and society at large, as we believe in the concept of shared value. Our actions are consistent with our corporate identity and policies as a performance-oriented, socially responsible, legally compliant company with a global presence and sustainable growth.

For Fermenta Biotech Limited

A handwritten signature in blue ink, appearing to read 'Prashant Nagre', written over a horizontal line.

Prashant Nagre
Chief Executive Officer



Date: June 29, 2020

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